



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Franklin E. Boyer et al.

Application No.: 09/437,304 Confirmation No.: 7797

Filed: November 9, 1999

For : ON-LINE SCHEDULE SYSTEM WITH

PERSONALIZATION FEATURES

Group Art Unit : 2141

Examiner : Quang N. Nguyen

Mail Stop RCE

Hon. Commissioner for Patents

P.O. Box 1450

Alexandria, Virginia 22313-1450

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MAY 2 6 2004

Technology Center 2100

REPLY TO OFFICE ACTION

Sir:

Responsive to the February 19, 2004 Final Office Action issued in connection with the above-identified patent application, applicants respectfully request reconsideration and allowance of this case in light of the following amendments and remarks.

Amendments of the Claims are reflected in the listing of claims which begins on page 2 of this Reply.

Remarks begin on page 11 of this Reply.